

March 2023

A light gray map of Boston is overlaid on a blue background. The map shows the outlines of various neighborhoods, each labeled with its name in a small, light gray font. The neighborhoods labeled are: Charlestown, East Boston, Central, Back Bay / Beacon Hill, Fenway / Kenmore, South End, South Boston, Roxbury, Dorchester, Jamaica Plain, Mattapan, West Roxbury, Roslindale, and Hyde Park.

# WOODS MULLEN SHELTER REPORT

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Client Snapshot 2022

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Executive Director, Boston Public Health Commission



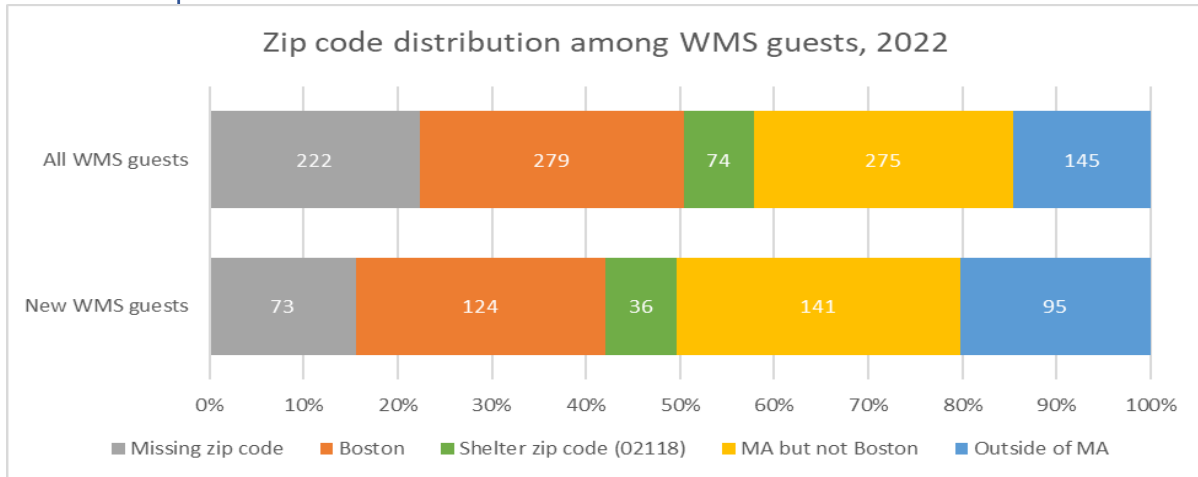
## How many people do we serve?

In 2022, we had 995 individuals stay at Woods Mullen shelter (WMS); a 28 percent increase from the total number of WMS guests compared to 2021 (n=775).

In 2022, there were 469 new WMS guests (i.e. individuals who have never stayed at BPHC's shelters prior to 2022 and spend at least 1 night in shelter in 2022); a 71 percent increase from the total number of new WMS guests compared to 2021 (n=274).

- Of the 469 new WMS guests, a total of 265 guest (57%) were seen by Front Door Triage (FDT) staff; a 5 percentage point increase from the percentage of new WMS guests that were seen by FDT in 2021 (52%; 142).
- **FDT staff was able to prevent 278 individuals from entering homelessness** (both men and women) by successfully diverting them<sup>1</sup>, a 74% increase from the total number of diversions in 2021 (n=160).
- Of the individuals that stayed in WMS in 2022 for the first time (those who spend at least 1 night), 47% gave 'tenancy issues' as their main reason for seeking shelter, followed by a mental health condition with 4%.<sup>2</sup> Most guests' prior living situation was staying or living in a family member or friend's place (31%), a place not meant for habitation (21%), or an emergency shelter (13%).

## Guests' last permanent address



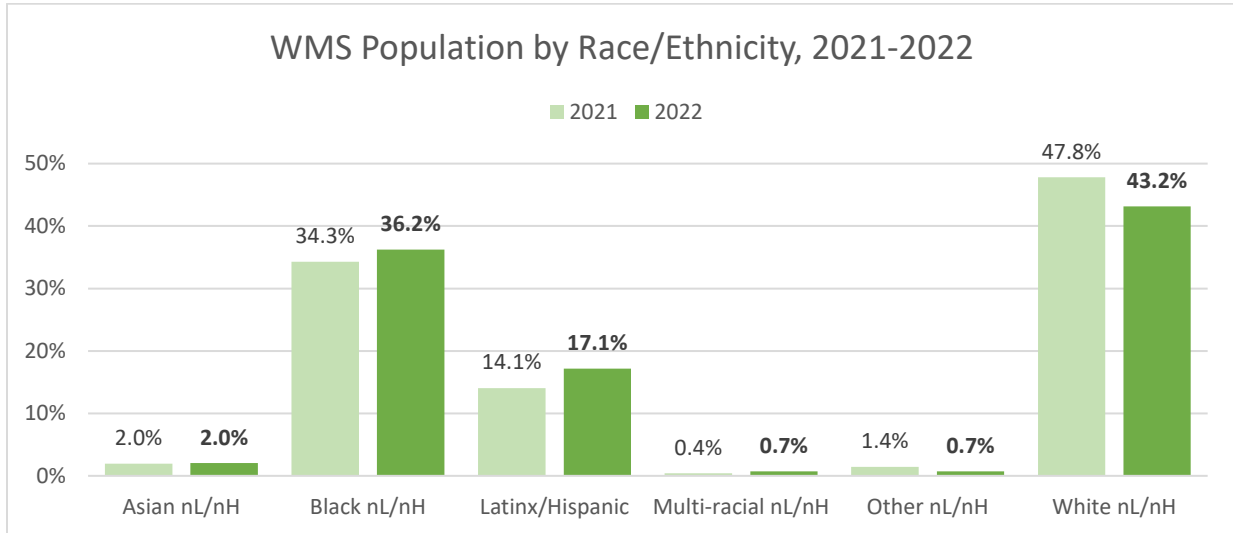
- 28% of all guests who stayed at WMS in 2022 (excluding 7% with a shelter zip code: 02118) reported that their last permanent address was in the City of Boston.
- For new WMS guests (i.e. individuals who have never stayed at BPHC's shelters prior to 2022 and spend at least 1 night in shelter in 2022), 26% reported the City of Boston as their last permanent address (excluding 8% with a shelter zip code: 02118).

<sup>1</sup> Diversions for 2022 also include phone diversions (n=123). Excluding phone diversions there was a 3% decrease in diversions).

<sup>2</sup> Only 58% of new guests answered the question regarding the main reason for seeking shelter; this percentage is included in the breakdown.

## Who do we serve?

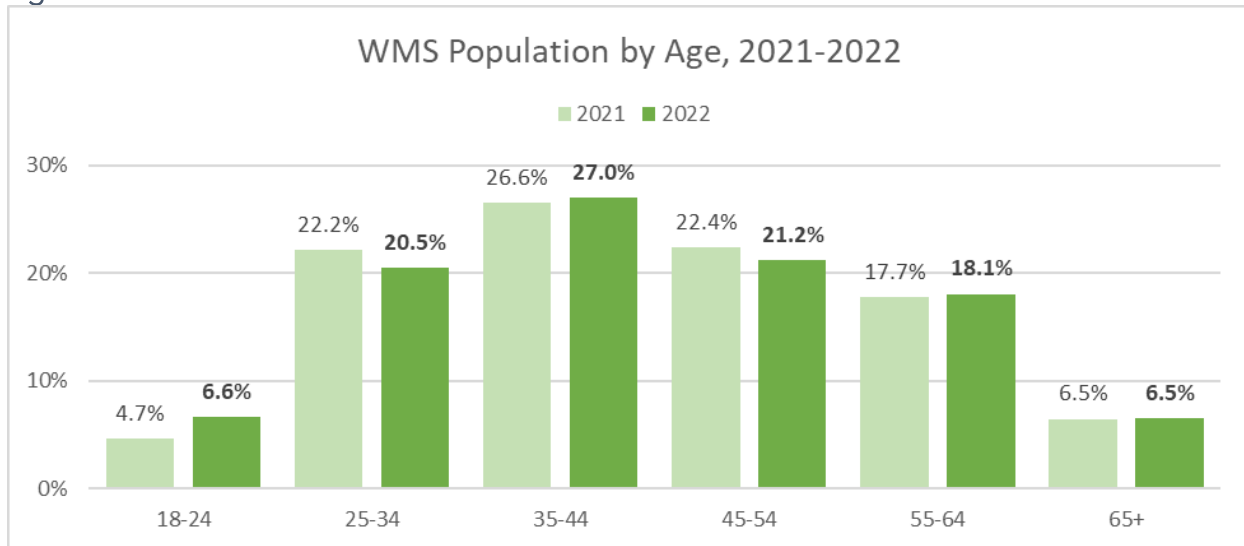
### Racial/Ethnic Distribution



nL= non-Latinx

Other = American Indians & Alaska Native, Or Native Hawaiian/Other Pacific Islander

### Age Distribution



**Note:** The bars do not represent the same number of years across each (i.e. the first bar is 7 years, the second bar is 10 years).

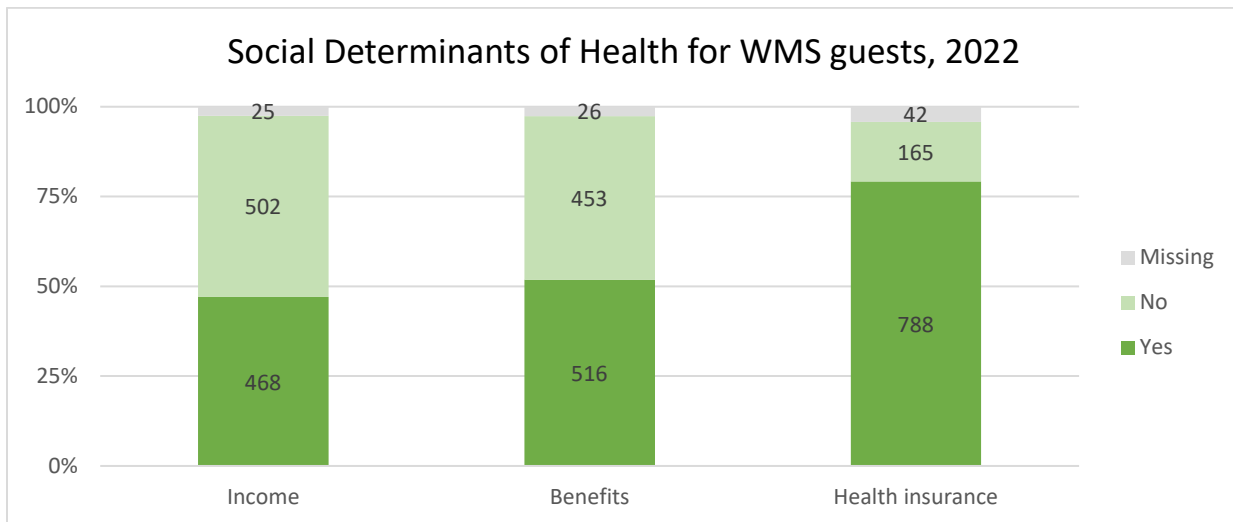
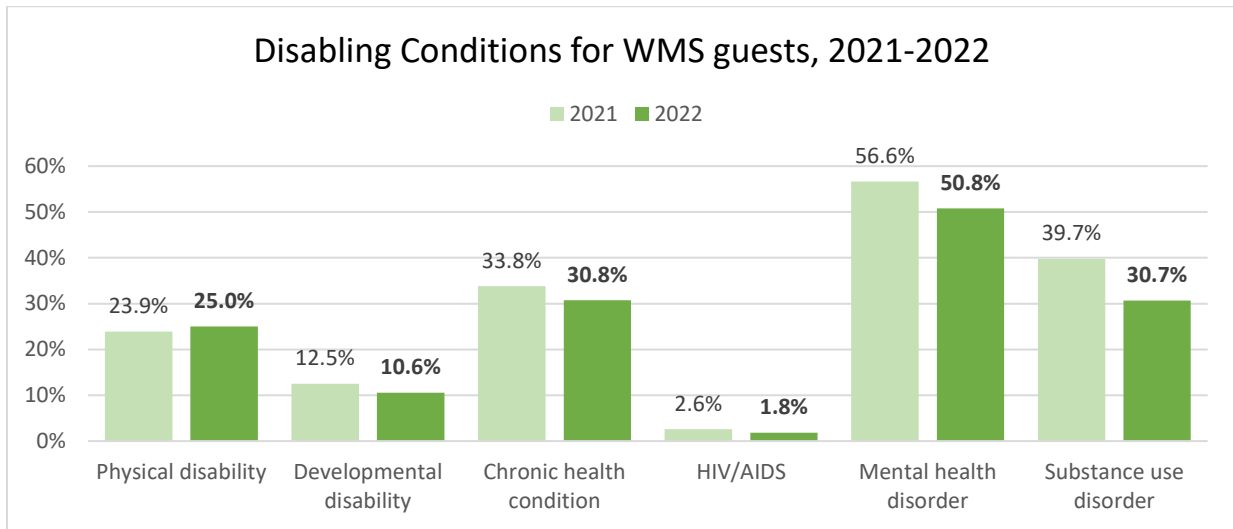
The **Mean Age For WMS Guests Is 44 Years.**

- The mean age for WMS guests with 365 or more bed stays is 52 years.
- The mean age for WMS guests with less than 365 bed stays is 43 years.

## Domestic violence & disabling conditions

34% of all WMS guests identified that they are domestic violence victims/survivors.

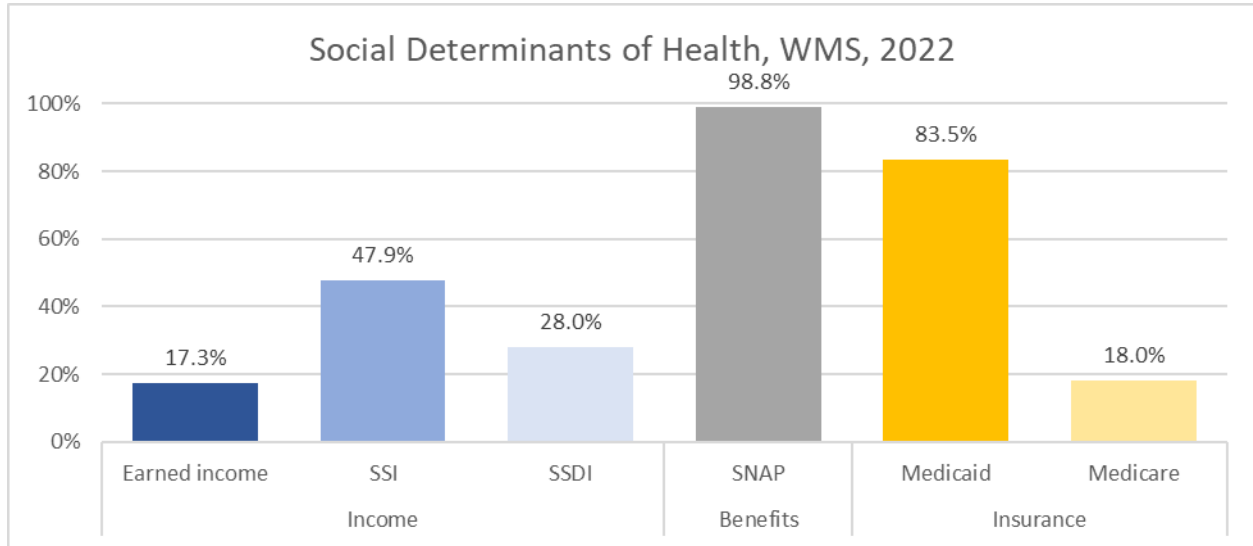
In 2022, 67% of all WMS guests highlighted that they have at least 1 disabling condition. Disabling conditions include, physical disabilities, developmental disabilities, chronic health conditions, HIV/AIDS, mental health problems, and substance misuse; see the graph below for the percentages of WMS guests who have any of these types of disabling conditions.



468 WMS guests (48.2%) indicate that they receive some sort of income (this includes retirement income/pension and SSI).

516 WMS guests (53.3%) indicate that they receive some type of benefits.

788 WMS guests (82.7%) have health insurance.



\*Percentage of guests of those receiving income, benefits, or insurance. Percentages may not add up to 100% since guests can receive multiple types of insurance or benefits.

### How long do guests stay at Woods Mullen?

For the guests who stayed at WMS in 2022, the **mean length of stay<sup>3</sup> (LOS) is 103 days** or a little over 3 months (compared to 127 days for WMS guests in 2021, a reduction of 19%). The mean number of episodes<sup>4</sup> is 3, which is the same as in 2021.

- The **mean LOS for WMS guests who identify as Black or African American non-Latinx is 106 days** compared to 109 days for individuals who identify as White non-Latinx.
- The **mean LOS for WMS guests who identify as Latinx or Hispanic is 83 days** compared to the 109 days for individuals who identify as White non-Latinx.
- The mean LOS for WMS guests ages 55 or above is 167 days.

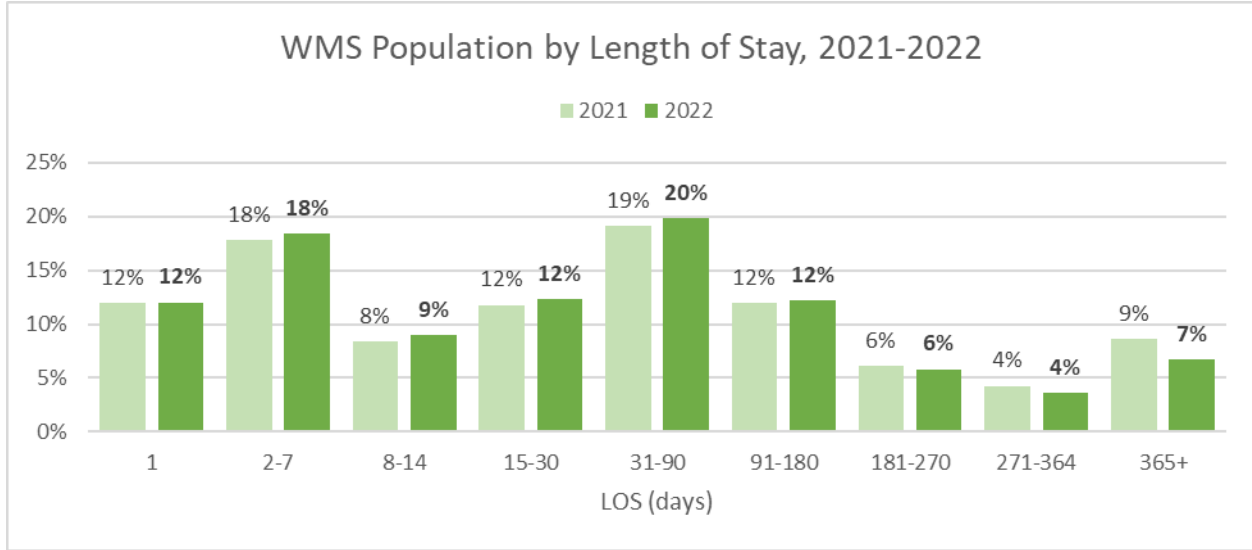
However, for individuals who stay in shelter for more than 60 days, their mean LOS increases to 267 days.

- Of the WMS guests who stayed more than 60 days, 41% are Black or African American non-Latinx (compared to 36% of all WMS guests) and 43% are White (compared to 43% of all WMS guests).

For individuals with a LOS of more than 180 days, their average LOS increases to 451 days (15 months).

<sup>3</sup> Length of stay data were pulled from BPHC’s HMIS. Length of stay is based on the total number of bed nights during a 3-year period back calculated from the client’s most recent bed night in 2022.

<sup>4</sup> An episode is defined as having 30 or more days between two succeeding shelter stays.



**Note:** The bars do not represent the same number of days across each (i.e. the first bar is 1 day, the second bar is 6 days).

All 995 guests that stayed at Woods Mullen had 49,317 bed stays, compared to 31,535 bed stays in 2021 (an increase of 56%).

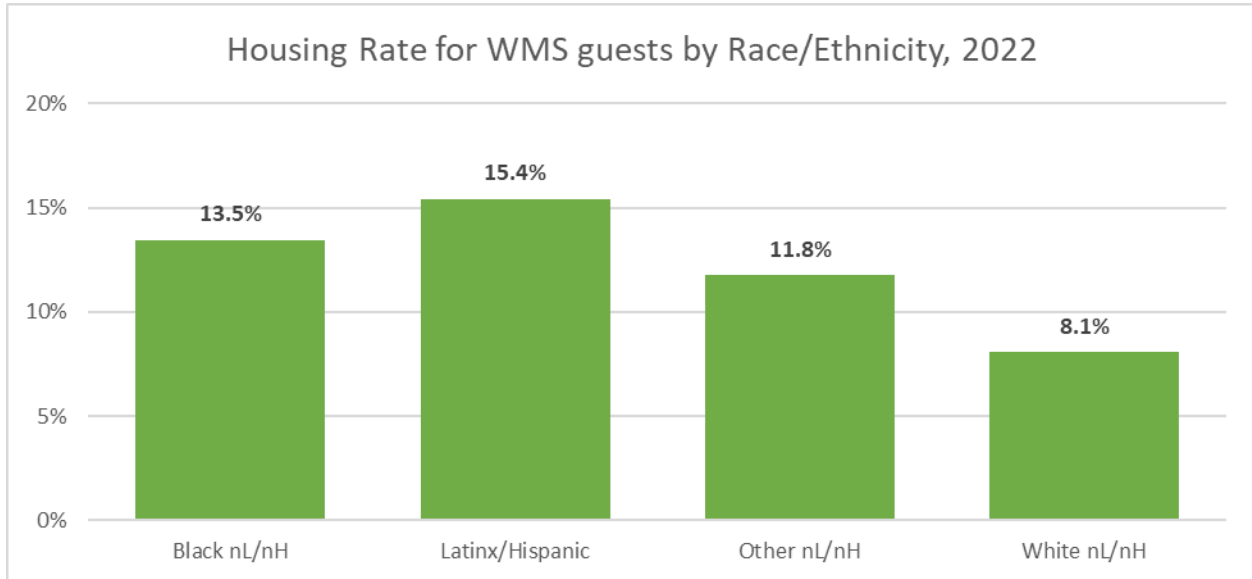
- Those who are **long term stayers** (more than 365 shelter stays in 3 years) **account for 38% of all bed stays** in 2022 (n=18,736) **even though they only account for 8% of all WMS guests** (n=79). The number of long term stayers decreased by 8% from 2021 to 2022.

	# of guests	% of guests	# of occupied shelter beds in 2022	% of occupied shelter beds in 2022
WMS guests with LOS 1 - 30 days	527	53.0%	3,225	6.5%
WMS guests with LOS 365+ days	79	7.9%	18,736	38.0%
<b>ALL WMS GUESTS</b>	<b>995</b>	<b>100%</b>	<b>49,317</b>	<b>100%</b>

### Permanent Housing Placements

In 2022, 109 WMS guests were placed into permanent housing (11.4% of WMS shelter guests). Most WMS guests were placed by the Front Door Triage program (62.4%), followed by CARES (25.7%) and Home Solutions (8.3%). WMS shelter guests were placed in the following types of housing:

- Rental by client, with RRH or equivalent subsidy (29.4%)
- Staying or living with friends, permanent tenure (26.6%)
- Staying or living with family, permanent tenure (22.0%)
- Rental by client, no ongoing housing subsidy (11.9%)
- Rental by client, with other ongoing housing subsidy (8.3%)



Of all 109 permanent placements at WMS, 14 times a guest returned to shelter after being placed into permanent housing (12.8%).

### Restrictions and Grievances

A total of 67 restrictions were issued to WMS guests in 2022: 24 restrictions for violent behavior (engaging in extreme physical violence), and 43 non-violent restrictions.

A total of 183 grievances were issued at WMS in 2022.

### Meals Served

The SOS Kitchen provide 583,699 meals in 2022, including HSB’s 2 emergency shelters, Recovery Services’ 3 residential programs and 2 newly created low-threshold spaces. For Southampton St., 217,205 meals were provided and for Woods, 151,155 were provide.

### EMS Transports and Reasons

Most Common Reasons for Ambulance Calls at 112 Southampton St. & Woods Mullen Shelters (2022)														
Reason for Ambulance Call	JAN 22'	FEB 22'	MAR 22'	APR 22'	MAY 22'	JUN 22'	JUL 22'	AUG 22'	SEPT 22'	OCT 22'	NOV 22'	DEC 22'	TOTAL	% of Total Calls
Other*	41	49	30	32	41	22	33	30	31	25	35	40	593	56.0%
Trouble Breathing /Asthma	7	6	4	8	2	3	4	1	4	2	8	15	101	9.5%
Seizure	9	6	4	6	1	4	3	2	2	1	3	6	68	6.4%
Suicidal/Mental Health Emergency	7	3	4	5	6	11	6	10	5	9	9	14	119	11.2%
Chest Pain	7	4	2	3	2	2	2	5	4	6	4	3	76	7.2%
Overdose	3	3	9	6	9	5	7	3	3	4	4	15	102	9.6%



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\*Other: musculoskeletal complaints, wound care, falls

### Nightly Snapshot: Who Stayed at Woods Mullen on Wednesday, October 19, 2022

Nightly Census: 154 guests

Mean LOS: 281 days<sup>5</sup>

29 percent (45 out of 154 women) have spent 365 days or more at WMS since October 2019.

3 women had their first bed stay on October 19, 2022.

Age breakdown on October 19, 2022:

- 53 of the 154 guests at WMS were 55 years or above (34%)
- WMS guests 65 years or above account for 15 percent of WMS guests (n=23).

Racial and ethnic breakdown on October 19, 2022:

- Black nL/nH: 42% (N=63)
- Latinx/Hispanic: 10% (N=15)
- Other nL/nH: 1.3% (N=2)
- White nL/nH: 47% (N=71)

Race/Ethnicity	2022		2021	
	Number	Percent	Number	Percent
Asian nL/nH	20	2.0	15	2.0
Black nL/nH	355	36.2	261	34.3
Latinx/Hispanic	168	17.1	107	14.1
Multi-racial nL/nH	7	0.7	3	0.4
Other nL/nH	7	0.7	11	1.4
White nL/nH	423	43.2	364	47.8

nL/nH = non-Latinx/non-Hispanic

Other = American Indians & Alaska Native, or Native Hawaiian/Other Pacific Islander

<sup>5</sup> The mean LOS for this nightly snapshot is higher compared to the mean LOS for 2022 because long-term stayers are more likely to be overrepresented in a nightly snapshot compared to annual overviews.





Age (years)	2022		2021	
	Number	Percent	Number	Percent
18-24	66	6.6	36	4.7
24-34	204	20.5	171	22.2
35-44	269	27.0	205	26.6
45-54	211	21.2	173	22.4
55-64	180	18.1	137	17.7
65+	65	6.5	50	6.5